Service Level Agreement	Target Performance	Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	94%
Call Abandonment Rate	Less then 5% Abandoned	1%
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	98%
Email Response Rate	98% Response within 1 business hour	100%
User Sampling Survey	95% Of Satisfied Customers	97%
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*	97%

Account Management	8 Business Hours	99.6%	
Applications	16 Business Hours	95%	*Excluding GMIS & SIRS*
Data Management	32 Business Hours	92.8%	
Database	32 Business Hours	100%	
Hardware	40 Business Hours	95.5%	
Operating System	24 Business Hours	91.8%	
Telecomm	12 Business Hours	98.7%	

Network Availability

CAN Availability (Campus Area)	99.9% Availability	100%
Dial-Up Availability	99.9% Availability	100%
Switch Availability	99.9% Availability	99.9%
VPN Availability	99.9% Availability	100%
WAN Availability (Remote Sites)	98.9% Availability	99.9%

Server and Storage Administration

Overall Average Windows Server Availability		99.9%

Citrix Server Availability	99.9% Availability	100%
E-Mail Server Availability	99.9% Availability	100%
Shared File Server Availability	99.9% Availability	99.9%
SQL Server Availability	99.9% Availability	100%
Web/App Server Availability	99.9% Availability	99.9%

Overall Average Mainframe Availability		99.9%

IBM Mainframe Availability	99.9% Availability	99.9%
IMS Region Availability	99.9% Availability	99.9%
DB2 Connect Availability	99.9% Availability	99.9%

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	99.9%
New Network Account Requests	Creation Within 2 Business Days (99.0%)	100%
Privilege/Rights Change Requests	Change Within 8 Business Hours (97.0%)	100%

Field Operations

New Workstation Installation	Installation Within 5 Business Days (98.0%)	99.6%
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	97.7%

In compliance
Within Tolerance
Out of compliance
Insufficient data available this month

Run Date   3/9/2009